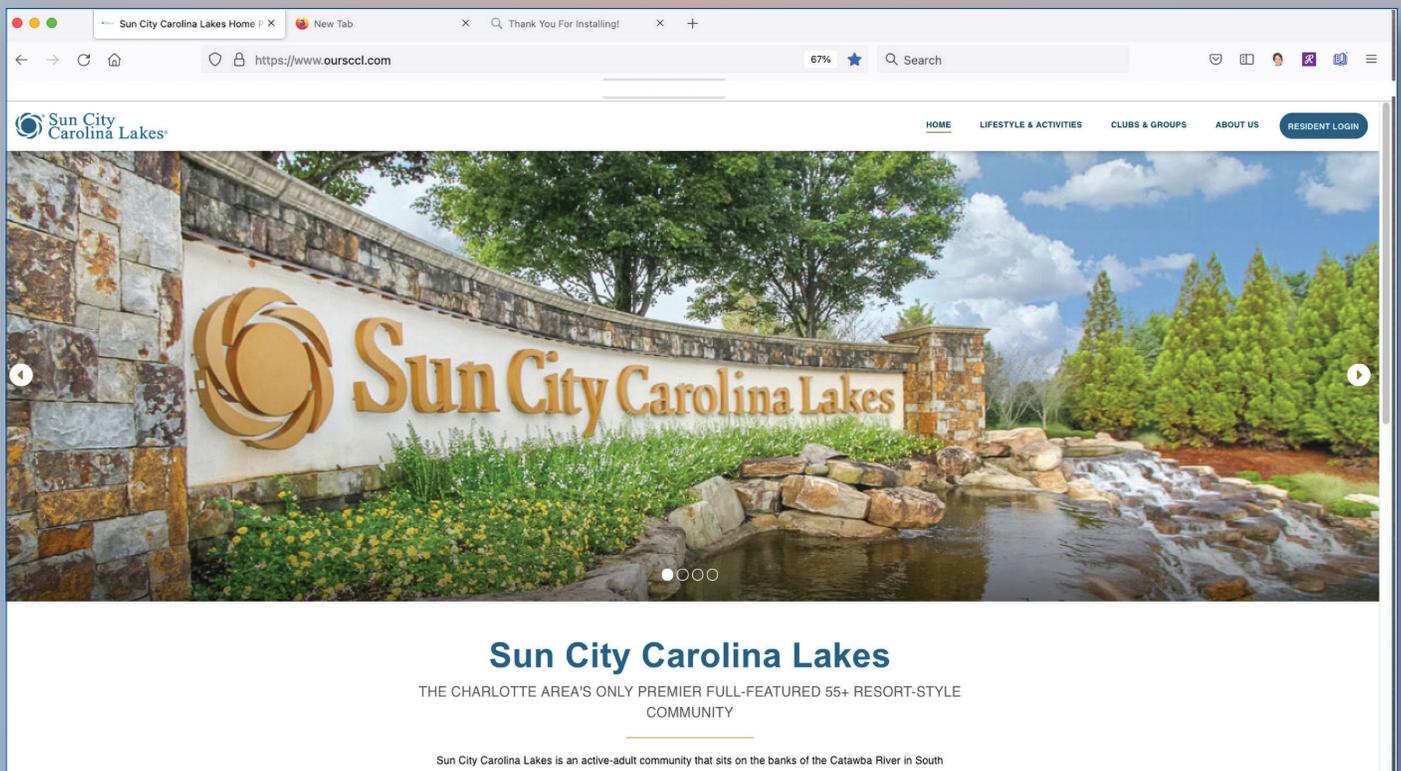


# Resident Website User Guide

## OurSCCL.com

For Desktop Computers, Laptops,  
Smartphones, and Tablets



The screenshot shows a web browser window displaying the Sun City Carolina Lakes website. The browser's address bar shows the URL <https://www.oursccl.com>. The website's header includes the Sun City Carolina Lakes logo on the left and a navigation menu on the right with links for HOME, LIFESTYLE & ACTIVITIES, CLUBS & GROUPS, ABOUT US, and a RESIDENT LOGIN button. The main content area features a large, scenic photograph of a stone wall with the Sun City Carolina Lakes logo and name. Below the image, the text reads: **Sun City Carolina Lakes**, THE CHARLOTTE AREA'S ONLY PREMIER FULL-FEATURED 55+ RESORT-STYLE COMMUNITY. At the bottom of the page, a small line of text states: Sun City Carolina Lakes is an active-adult community that sits on the banks of the Catawba River in South Carolina.

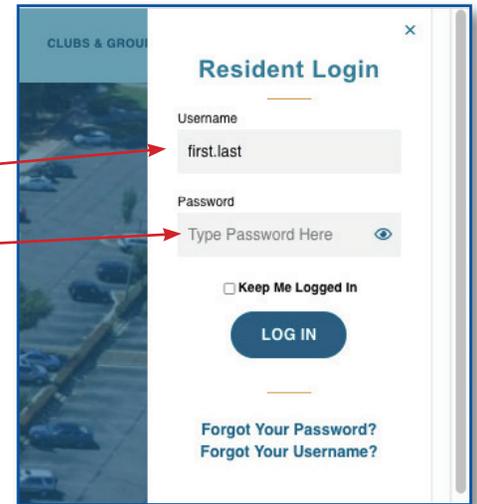
This guide is designed to help residents login and use the resources and tools available on the community website. The look and feel of the website vary depending on type of device used—desktop computer, laptop, smartphone, tablet. The first part of the guide describes the features using a desktop computer. The next part describes differences when using a smartphone or tablet. The content and features are the same regardless of device. As you get more familiar with the website, you'll find there is often more than one way to find what you're looking for.

### **Questions? Need Help?**

- Go to *ourscc.com* to request website access or if you forgot your username and/or password
- Send an email to [help@newwebsite.on.spiceworks.com](mailto:help@newwebsite.on.spiceworks.com)
- If logged in, use the Report a Problem & Help link
- Check out the resources available on the Education Subcommittee site including a video and link to Computer Club volunteer mentors
- Contact management company staff at the front desk  
(803) 396-8025

# First Time Login

- In your browser (Chrome, Safari etc.) go to [www.ourscl.com](http://www.ourscl.com)
- Click on Resident Login
- Type User Name:  
*FirstName.LastName* You must type a period between your first and last name
- Enter the temporary password you received from First Services Residential
- Click Login. Your home page appears
- Trouble logging in? Email [help@newwebsite.on.spiceworks.com](mailto:help@newwebsite.on.spiceworks.com) or call the front desk, 803-396-8025



Blue Task Bar

White Task Bar

Left Column

## My Profile (Blue Task Bar)

- Click Edit My Info to review and, if needed, change your personal profile information
- Click SAVE DATA even if not making any changes. This confirms the content is correct.
- Click on the Advanced button to review and, if needed, change your Username, Password, Resident Directory Visibility or Email Preferences
- Click SAVE DATA, even if not making any changes. This confirms the content is correct.

## My Clubs (Blue Task Bar)

- My Clubs displays a listing of all clubs you have joined.
- Click the Club name to link to the club website.

## My Neighborhood (Blue Task Bar)

- You are automatically assigned to your neighborhood
- Check your Neighborhood Member Listing to make sure you are listed. Contact the Front Desk Team, 803-396-8025 or email them at [front.desk@ourscl.com](mailto:front.desk@ourscl.com) if you are not.

- If you do not want to be listed in your neighborhood, you can ‘Hide’ your information. This is done in My Profile.

### **Resident Directory (Blue Task Bar)**

- Directory of all residents. Search for a resident by typing their last name in the Search Name box.
- Directory includes email address, street address, phone number.
- A resident or some of their information may not appear if the resident has chosen to hide it from the Resident Directory.

### **Resident Home (Left Column)**

- Click Resident Home from any page on the website to return to your home page

### **Community Calendar (Left Column)**

- Listing of Lifestyle and community events.  
When there are more than three events on a calendar day, the additional events may be viewed at the bottom of that day’s calendar by clicking the ▼ icon (any simple image that helps navigate a website)

### **My Reservations (Left Column)**

- Listing of events you have registered for

### **Classified Ads (Left Column)**

- New Classified – create your classified ad
- Classifieds – listing of all classifieds
- Summary – a summary of classifieds by group
- Search – look for ads based on specific criteria
- My Classifieds – listing of classifieds you created
- Note: Remember to put an end date for your ad and to mark it sold

### **Report A Problem & Help Desk (Left Column)**

- Go to Report a Problem & Help Desk to submit a ticket using the button *IT, Website, and AV Help Requests*
- Landscape Work Order Request
- Community Maintenance Requests

- Report a Compliance Issue
- IT, Website and AV Help Requests
- Resident Website Resources
- Administrator Website Resources

### **How To Documents and Videos (Left Column)**

- How to add Familiar Name
- Pay Homeowner Dues
- Resident Guide

### **My Buddy Lists (Left Column)**

- Click on Buddy List
- Click on Create a New Buddy List
- In the I’ll Call It bar, type in the name you want to give the new buddy list. Click Create.
- Click on the name of the new Buddy List in the listing of Buddy Lists
- Click on Add New Residents on the right. Type first 3 letters of the last name (4 if a 4-letter name) in space provided. Scroll down, if necessary, to get to the resident you are trying to add.
- Click on box next to name desired on list. Click Add Residents in the blue bar. Repeat previous three (3) steps for all names desired.
- Resident Buddy List – max of 10 lists, up to 50 residents per list.

### **Lifestyle & Activities (White Task Bar)**

- Lifestyle Home
- Around The Sun
- Performances & Events Calendar
  - Community events hosted by the Lifestyle Department
- Food Truck Calendar
- Fitness Class Calendar
- Fitness class times available
- Room Reservations
- Guidelines and forms for room reservations
- Photo Galleries

## **Clubs & Neighborhoods (White Task Bar)**

- Clubs may restrict certain website content to members only.
- Listing of all Community Neighborhoods, Community Maps, Club Manual, Club Storage Request Form, Clubs, Pod Representatives, Room Reservation Form
- Click green Join button for each Club you wish to join.
- Red Unjoin button appears indicating you have Joined the club. Membership is automatic. No action is required.
- To Unjoin or end your membership, click on the red *Unjoin* button.
- For information on a club, go to club page. The club name is a link to the club web page.
- Club announcements are displayed, if there are any, in a red banner near the top of the club page. If in bold font, it is a link and contains more information. Just click it

## **Community Information (White Task Bar)**

- Board Of Directors
- Committees
- Community Communications
- Community Forms
- Community Documents
- Landscaping Information
- Community Photos

### **Search Function**

### **Other Helpful Information**

- Resident Quick Links + (Located on the bottom center of the banner photo)
- Another way to access the tasks identified in this Resident Guide.

### **Business Directory (Blue Task Bar)**

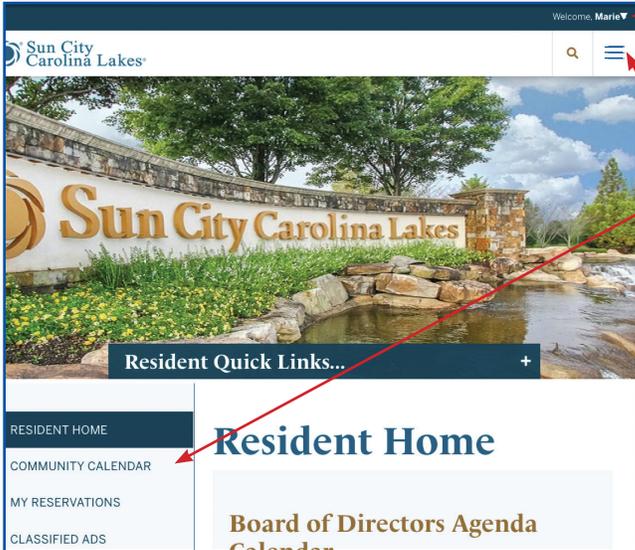
- List of businesses offering services to the community

### **Log Out (Blue Task Bar)**

# Using the Website with Smartphones or Tablets

Since the community website [ourscl.com](http://ourscl.com) was designed for use on a desktop computer, the look and feel of the site is different on smartphones and tablets. Many menus/features appear differently and may also vary depending on the position of the device—horizontal or vertical view. However, the content and features are the same regardless of device. Click on your name or the three bars to access drop down menus. Click on the down arrow to the right of the small resident home to get the left column section.

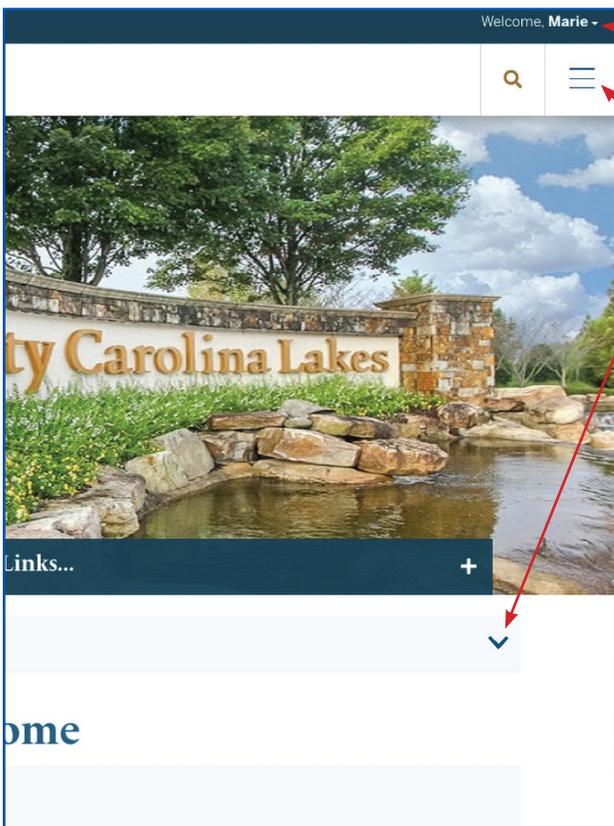
## The Tablet Screen



- The triangle icon (▼) (next to your name) indicates a drop down menu in this case if clicked on it will show the same items in the Blue Bar as described on page 3.
- The three bars (≡) is also an indicator of a drop down menu
- In the Tablet view the left column is viewed the same as in the computer screen
- The image below shows both drop down menus as they appear in the open position



## The Smart Phone Screen



- The triangle icon (▼) (next to your name) indicates a drop down menu in this case if clicked on it will show the same items in the Blue Bar as described on page 3.
- The three bars (≡) is also an indicator of a drop down menu
- The one thing different here is that the icon (▼) here is for the left side choices
- This image below shows all drop down menus as they appear in the open position

